

## **IMPORTANT ANNOUNCEMENT**

Dear Valued Customers,

**ALL** our branches nationwide have resumed operations effective 21 May 2020. During this period, we will strictly adhere to the recommended SOPs by the Government & BNM to ensure a safe environment for both our valued customers & employees.

While our commitment to you remains the same, we urge customers to continue getting in touch with us via the following channels:

**Customer Care Hotline: 1 300 88 1616**

E-mail: [customer.care@axa-life.com.my](mailto:customer.care@axa-life.com.my)

For self-service / checking of policy: [MyAXA Customer Portal \( www.myaxa.com.my \)](http://www.myaxa.com.my)

**Contacting your AXA AFFIN Life Insurance Servicing Agents**

**2019-nCoV Assistance Hotline: 1 300 80 0020 (24 hours assistance)**

### **Renewals of Annual Policies / Certificates**

Premium payments will be available via JomPAY online with your Current, Savings or Credit Card account. Please retain the Transaction Slip for reference as you will receive an official receipt from us for the payment made. Cash payments over the counter are strongly discouraged.



**Billers Code : 2006**  
**Ref-1: Your AXA AFFIN Life Policy**

Should you need to make a visit to our branch, here are some friendly reminders:

1. All visitors are **REQUIRED** to wear face masks before entering the branch. Those without face masks will be denied entry.
2. For social distancing measures, only TWO visitors will be allowed in the branch at any one time. All visitors are required to maintain a distance of 1 meter from others whenever possible.
3. If the branch is already occupied by 2 visitors, others are required to queue outside of the branch office (according to the markings to maintain one meter distance) and wait to be served.
4. Visitors are required to fill up a Health Declaration Form during their visit. Those who are unwell, or have been exposed to someone sick, or have just returned to Malaysia should refrain from entering the branch.
5. Branch reserves the right to deny service for any visitor who do not comply with the SOPs set out by the Company.

We seek your kind patience during this period should there be a delay in our response(s) to your queries as we strive to do our best to serve you and ensure an effective operation in light of this situation.

We sincerely thank you for your understanding. Together as a nation, know we can break the chain!